

AMENDMENTS TO THE SPECIFICATION

Please amend paragraph [0001] (page 1, lines 1-15) of the Application specification as filed as follows:

---[0001] This application is one of seven related co-pending U.S. utility patent applications, which are all filed on the same day as the present application. The other six patent applications, which are each incorporated in their entireties by reference herein, are listed by attorney docket number and title as the following:

U.S. Patent Application No. 10/740,874;
U.S. Patent Application No. 10/740,873;
U.S. Patent Application No. 10/741,612;
U.S. Patent Application No. 10/741,738;
U.S. Patent Application No. 10/741,394; and
U.S. Patent Application No. 10/741,643.

~~190250-1640~~ ——— “~~Generation of Automated Recommended Parameter
Changes Based on Force Management System (FMS)
Data Analysis~~”

~~190250-1650~~ ——— “~~Dynamic Force Management System~~”

~~190250-1660~~ ——— “~~Agent Scheduler Incorporating Agent Profiles~~”

~~190250-1670~~ ——— “~~Method and System for Predicting Network Usage in a
Network Having Re-occurring Usage Variations~~”

~~190250-1730~~ ——— “~~Efficiency Report Generator~~”

~~190250-1740~~ ——— “~~Force Management Automatic Call Distribution and
Resource Allocation Control System~~”----